Remuneration
User Guide

Remuneration

This guide will help you when you are using the Zurich Intermediary Platform. It will tell you where and how you can request one-off remuneration, how to amend regular initial and ongoing remuneration and also how to view remuneration. For setting up initial adviser remuneration, regular initial adviser remuneration or ongoing remuneration please refer to our 'Investment New Business', 'Retirement Account New Business' or 'Payments in and Withdrawals' user guide as applicable.

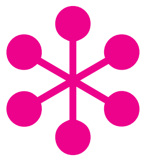
The user guide can also be accessed by clicking the icon at the right hand side of the page, this feature is on all screens of the Platform. Once familiar with the system, this guide can be used as a reference document.

Helpful Icons on the Zurich Platform

Helpful information

Enables you to edit the information

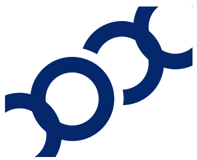
Enables you to delete the information



Denotes a mandatory detail. You must complete mandatory details to be able to move forward

Enables you to save your work and exit the process. You can restart the process by selecting the item in your 'Work in Progress'

Expands the information



Denotes that the portfolio is linked

Contents

New and Existing Portfolio Checklist

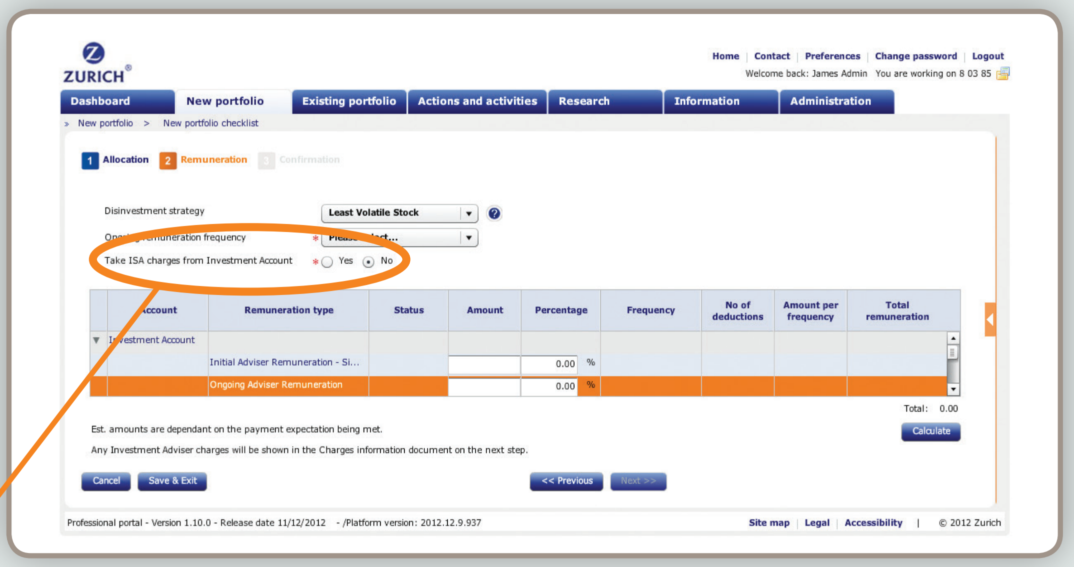
When adding new business to the Platform completion of the remuneration screen is mandatory.

Initial, regular initial and ongoing adviser remuneration can be facilitated from a Cash ISA, an Investment Account, a Retirement Account and a Stocks and Shares ISA.

Remuneration can be facilitated from payments and cash transfers although it is not possible to facilitate remuneration from a re-registration.

One-off remuneration can be facilitated from any account including the Cash Account. One-off remuneration cannot be selected as part of new business set-up.

TIP If the Portfolio includes both an ISA and an Investment Account, the option to take ISA charges from Investment Account will be shown here. Note that for initial adviser remuneration for an ISA deducted from an Investment Account, if there is not enough available cash immediately to make the deduction, any available cash will be ring-fenced. The deduction will not be made from the Investment Account until there is sufficient cash in that account to deduct the total amount that has been agreed.



New and Existing Portfolio Checklist (continued)

TIP If you want to change the amount of initial adviser remuneration that has been set-up and submitted on the Platform, prior to the payment being matched and authorised, you can ask the Zurich Portfolio team to cancel the payment expectation and remuneration requested. You can then re-enter the payment expectation and the correct amount of remuneration. If the payment has already been matched, but the remuneration has not yet been authorised, you can ask the Zurich Portfolio team to reject the remuneration that has been set-up, but you will then not be able to request initial remuneration from that payment. The amount that was ring-fenced will become available cash.

When more than one single payment is added to an account at the same time, only the same rate of initial adviser remuneration can be facilitated. A different rate of initial adviser remuneration can be facilitated for cash transfers added to an account at the same time as a single payment.

Regular initial adviser remuneration can only be set-up when a regular payment is being set-up. Only one regular initial adviser remuneration can be active on an account, even if there is more than one regular payment in.

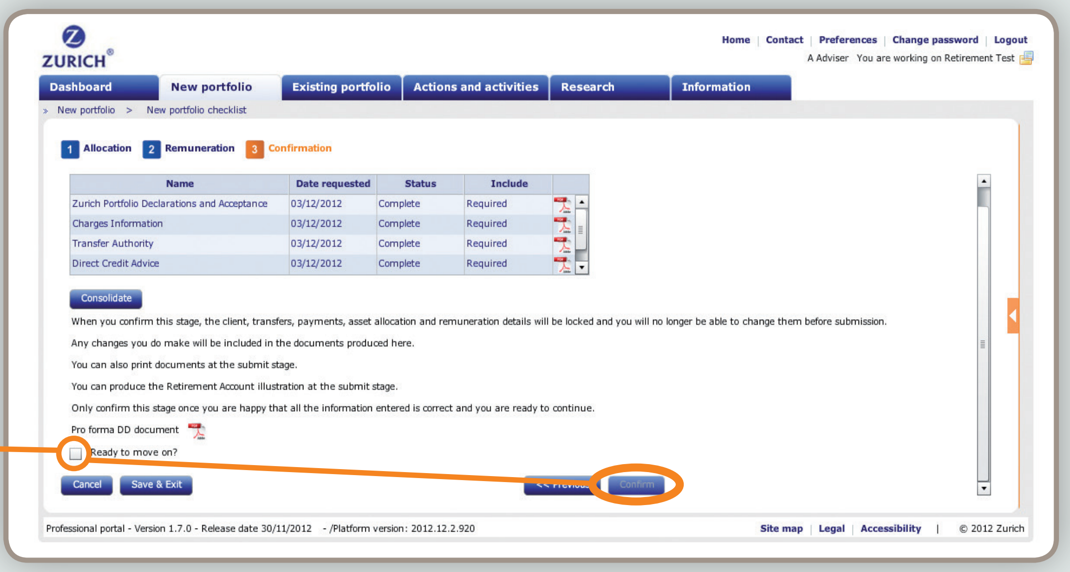
For regular initial adviser remuneration the maximum number of payments are 48 if deducted monthly, 16 if deducted quarterly, 8 if deducted half-yearly and 4 if deducted annually. This can be set at a lower amount if required.

New and Existing Portfolio Checklist (continued)

Each time you ask us to either facilitate new remuneration, increase existing remuneration or change the basis (monetary amount to a percentage or vice versa) of remuneration, authorisation from the client is required. In these instances a Charges information document with a declaration will be produced. If the remuneration is removed or decreased a Charges information document will still be produced but without a declaration.

As part of the new business checklist a declaration will be generated which all Zurich Portfolio holders will need to sign and date, before sending to the Zurich Portfolio team.

If you are ready to confirm, click the check box and then click **Confirm**



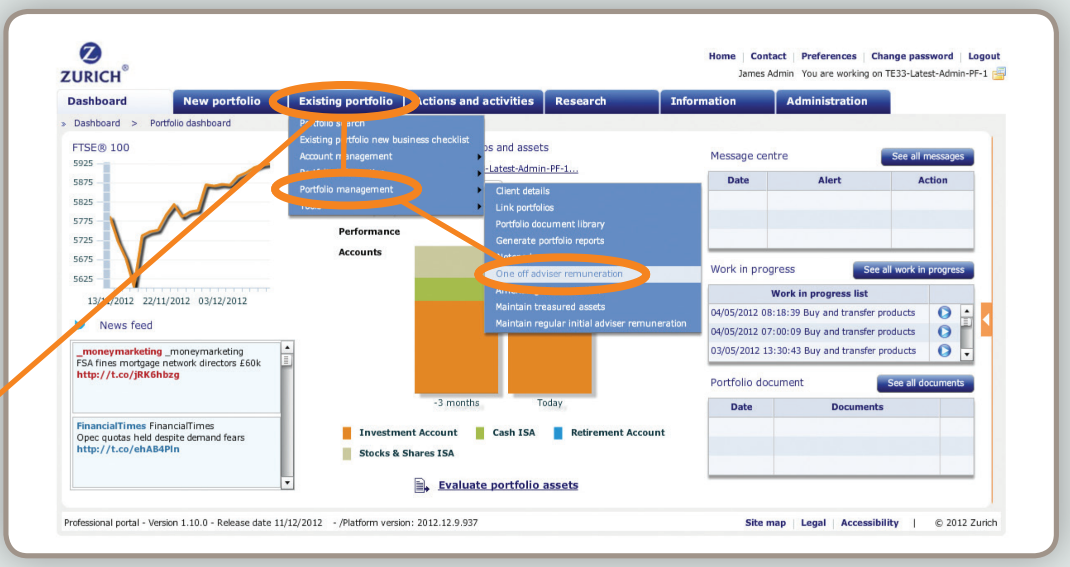
One-off Adviser Remuneration

You can request one-off adviser remuneration at any time. One-off adviser remuneration can be requested in the following ways:

- From any account (including the Cash Account) as a percentage of the value of that account.
- From any account (including the Cash Account) as a monetary amount.
- From a Cash Account as a percentage of the total value of assets held within the client's Portfolio.

The full amount of cash must be available in the applicable account or Cash Account before the request can be entered on to the Platform.

From the Portfolio dashboard, select **Existing portfolio > Portfolio management > One off adviser remuneration**



One-off Adviser Remuneration (continued)

Select for remuneration to be deducted from either the **Total assets under administration** or from a specific **Account**.

TIP A maximum amount of one-off remuneration that can be requested from a client's Portfolio each year will have been set by your firm. This amount will be shown on this screen.

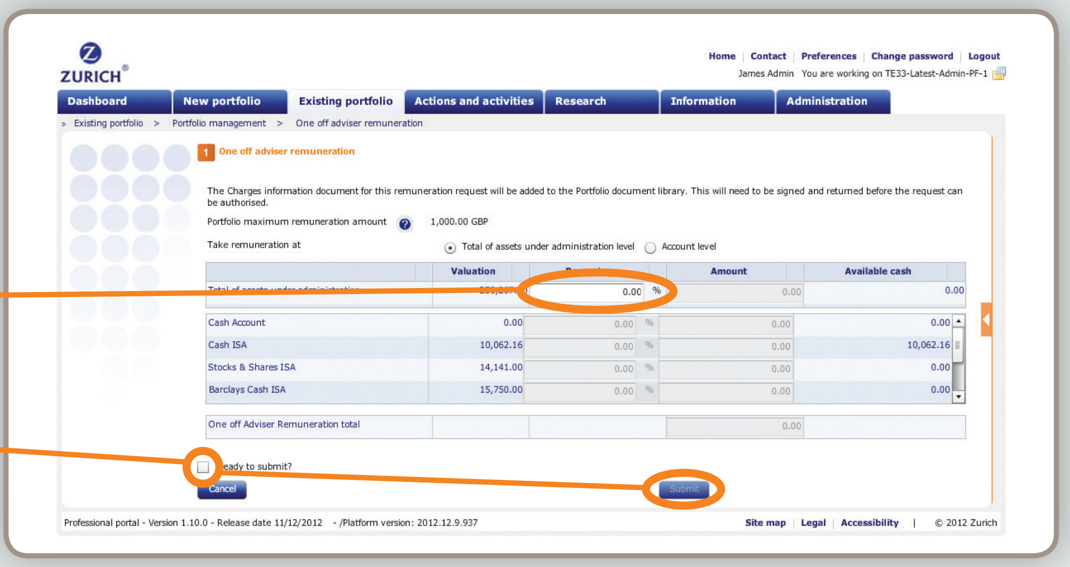
Enter a one-off adviser remuneration **Percentage** or **Amount**

If you are ready to confirm, click the checkbox and then click **Submit**.

Note that one-off adviser remuneration will not be deducted from the applicable account or Cash Account until Zurich has processed the signed authority from the client.

Until it is authorised, the amount will be ring-fenced within the applicable account and set at a pending status.

TIP If you want to change the amount of one-off adviser remuneration that has been set-up and submitted on the Platform and it has not yet been authorised by Zurich, you will need to ask the Zurich Portfolio team to reject the remuneration request. You will then be able to enter the relevant details on the Platform.



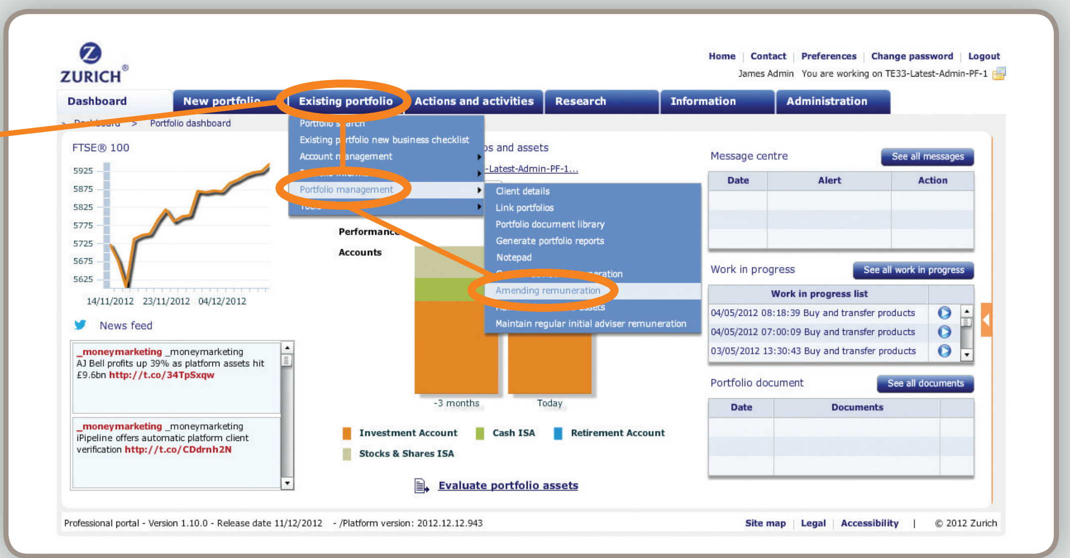
Amending ongoing adviser remuneration

You can make changes to ongoing adviser remuneration that has been authorised.

From the Portfolio dashboard, select **Existing portfolio > Portfolio management > Amending remuneration**

TIP If you want to change the amount of ongoing adviser remuneration that has been set-up and submitted on the Platform but has not yet been authorised by Zurich, you will need to ask the Zurich Portfolio team to reject the remuneration request. You will then be able to enter the relevant details on the Platform.

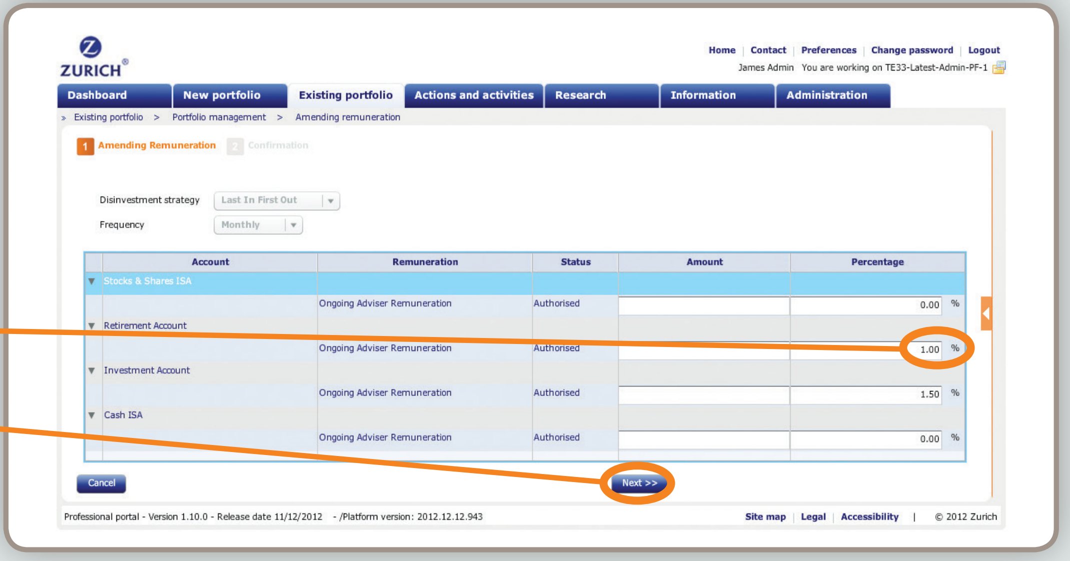
To make changes to regular initial remuneration, see the **Maintain regular initial adviser remuneration** section in this guide.



The table displays the ongoing remuneration **Amount** or **Percentage** set for each account.

The ongoing adviser remuneration will be displayed on the basis that it was originally entered. Replace it with the new **Amount** or **Percentage** of remuneration you require.

Click **Next**



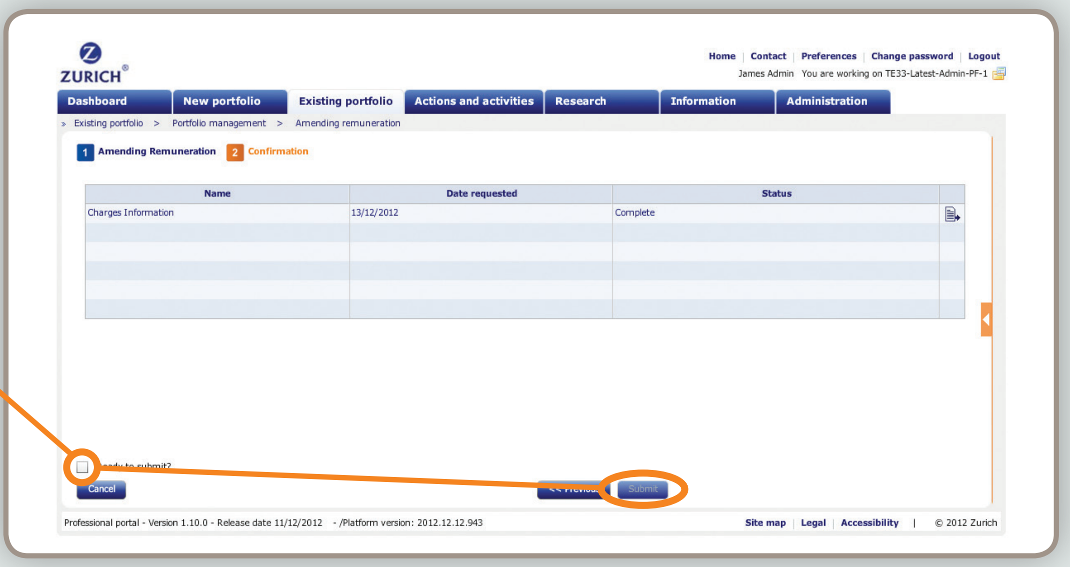
Amending ongoing adviser remuneration (continued)

A Charges information document is generated for downloading and printing. If the ongoing adviser remuneration was increased or the basis changed a declaration will be produced as part of the document that all Zurich Portfolio holders need to sign and date. This declaration must be returned to the Zurich Portfolio team.

If you are ready to confirm, click the checkbox and then click **Submit**.

The old rate will be accrued up until the date that Zurich authorises the change and then the new rate will begin to accrue.

If ongoing adviser remuneration is increased or the basis changed and the completed adviser remuneration declaration or such other form as agreed by Zurich is not returned to Zurich to authorise, the existing ongoing adviser remuneration (which could be zero) will continue.

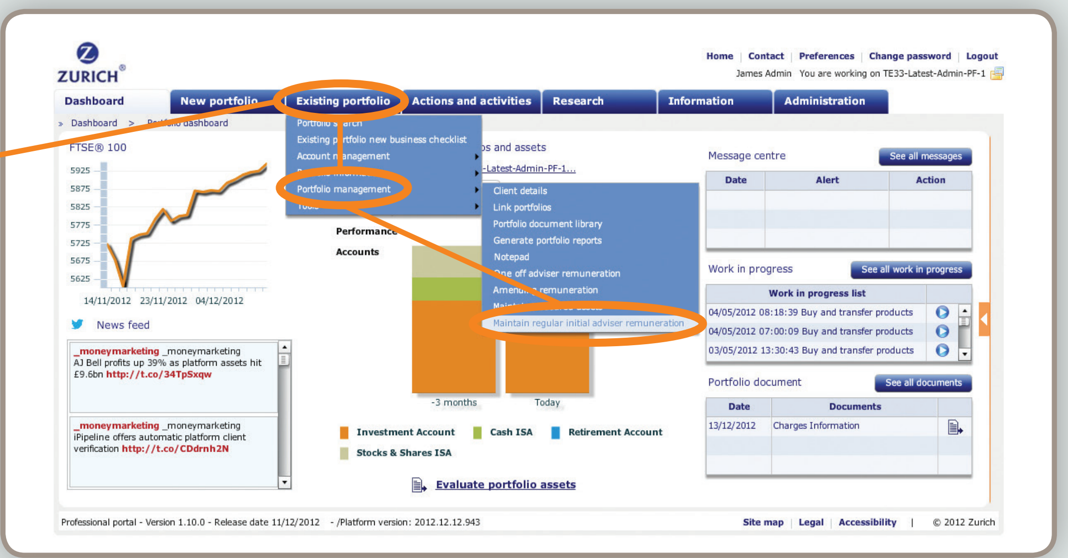


Maintain regular initial adviser remuneration

You can make changes to initial adviser remuneration that has been authorised.

From the Portfolio dashboard, select **Existing portfolio > Portfolio management > Maintain regular initial adviser remuneration**

TIP If you want to change the amount of regular initial adviser remuneration that has been set-up and submitted on the Platform but has not yet been authorised by Zurich, you will need to ask the Zurich Portfolio team to reject the remuneration request. You will then be able to enter the relevant details on the Platform.

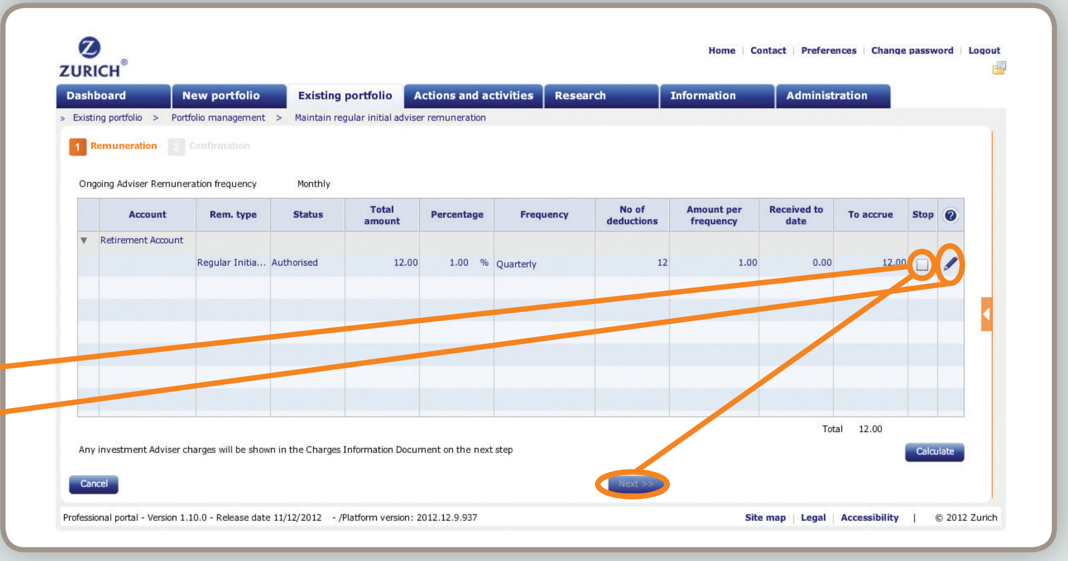


The table displays the current regular initial adviser remuneration instructions. It includes the total monetary amount requested, the percentage, the frequency that the remuneration is being taken from the account, the total number of deductions and the monetary amount per deduction.

It also includes the monetary amount deducted to date and the remaining amount due.

You can elect to **Stop** all initial remuneration from an account by clicking the applicable checkbox, then click **Next** and **Submit**.

To amend the remuneration, click the icon



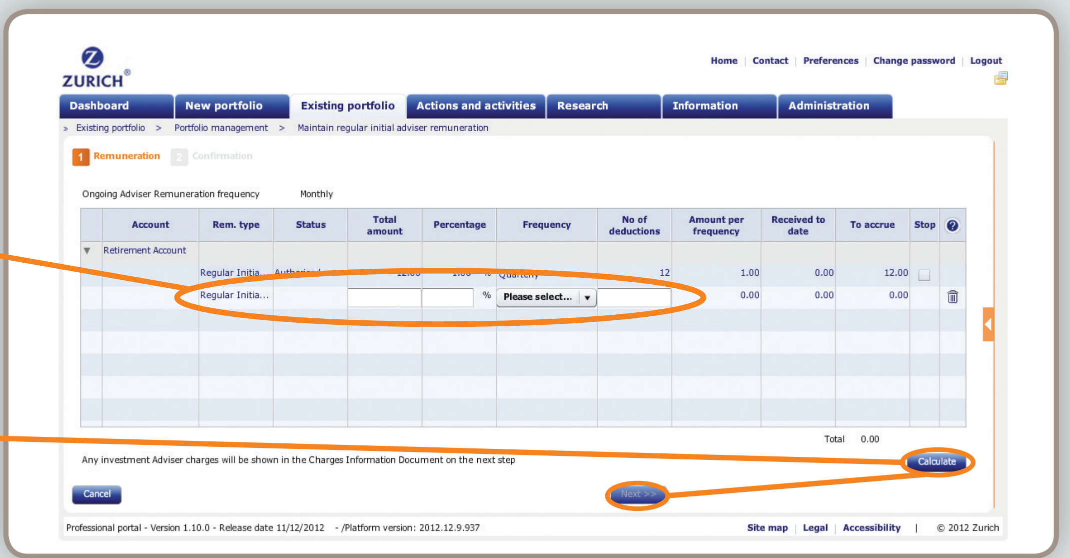
Maintain regular initial adviser remuneration (continued)

A new line appears with the options to edit the details.

You can amend the **total amount**, remuneration **frequency** and the **number of deductions**.

TIP The regular initial adviser remuneration frequency cannot be more frequent than the frequency of the regular payment in.

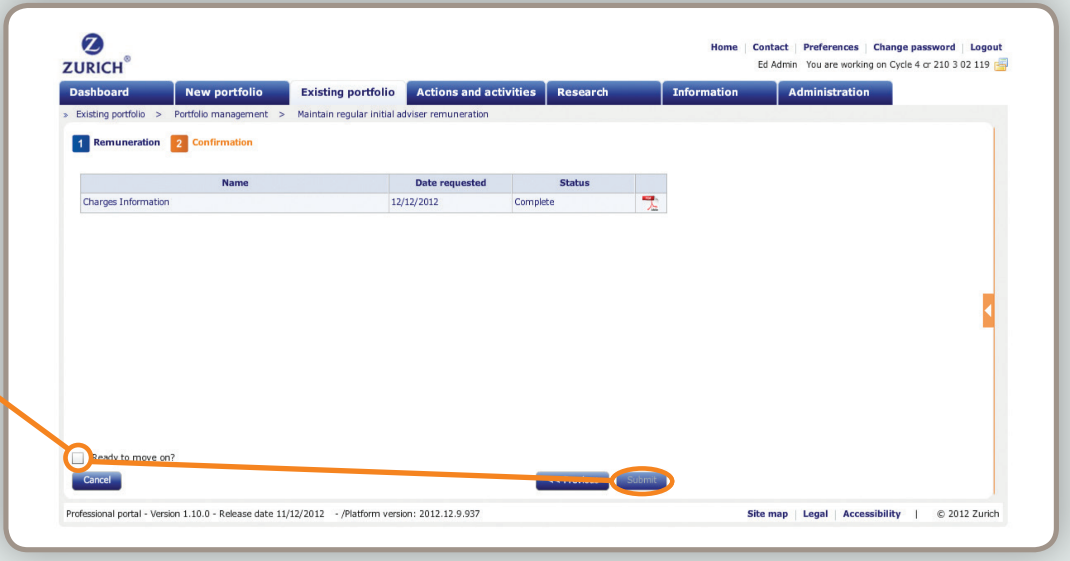
Once you have made amendments to the remuneration, click **Calculate** and then click **Next**.



A Charges information document is generated for downloading and printing. If the regular initial adviser remuneration was increased or the basis changed a declaration will be produced as part of the document that all Zurich Portfolio holders need to sign and date. This declaration must be returned to the Zurich Portfolio team.

If you are ready to confirm, click the checkbox and then click **Submit**.

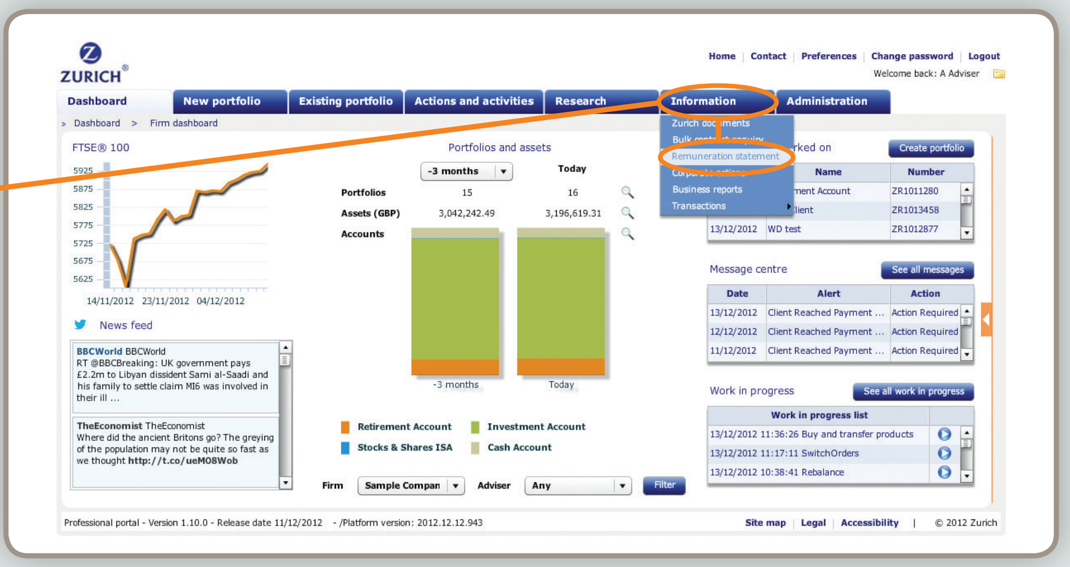
If regular initial remuneration is increased or the basis changed and the completed adviser remuneration declaration or such other form as agreed by Zurich is not returned to Zurich to authorise, the existing regular initial remuneration (which could be zero) will continue.



Remuneration Statement

The remuneration statement displays information for each adviser's initial, regular initial, ongoing and one-off remuneration. Included information is the date the remuneration was deducted, Portfolio number, account, adviser's name and the amount of remuneration.

From the Firm dashboard select **Information > Remuneration statement**



Remuneration Statement (continued)

TIP This screen allows you to filter the items viewed. You can select to Include paid, unpaid and unearned remuneration.

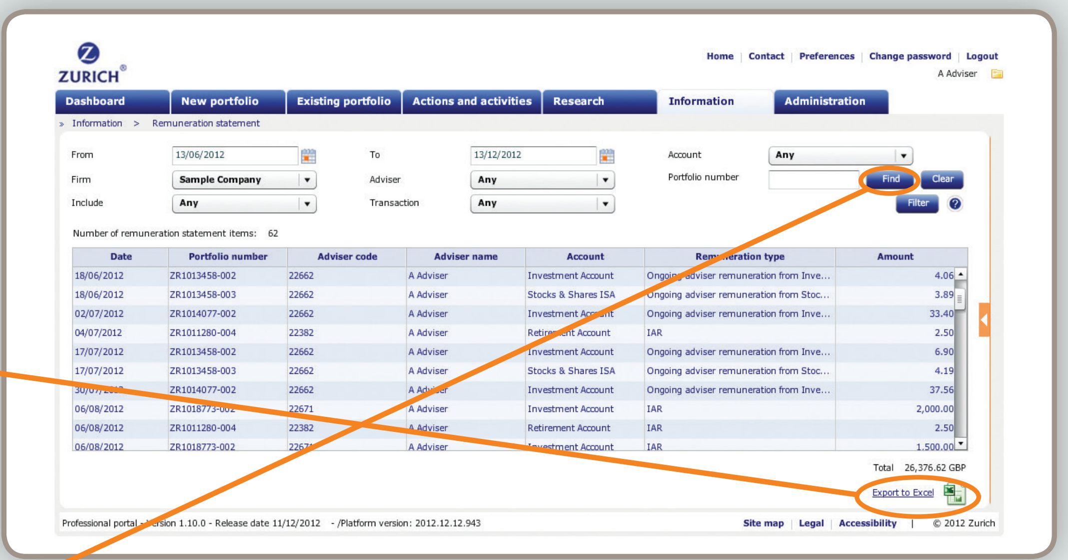
TIP Unearned remuneration is any remuneration not yet deducted from submitted business.

Click **Export to Excel** to download the information to a spreadsheet.

TIP The total remuneration for the items listed is always displayed at the lower right hand corner of the page.

TIP You can filter by using the dropdown menus, alternatively you can click into the heading and this will order the information in descending order, click again and it will order by ascending.

To view the remuneration for a specific Portfolio, click **Find**



Remuneration Statement (continued)

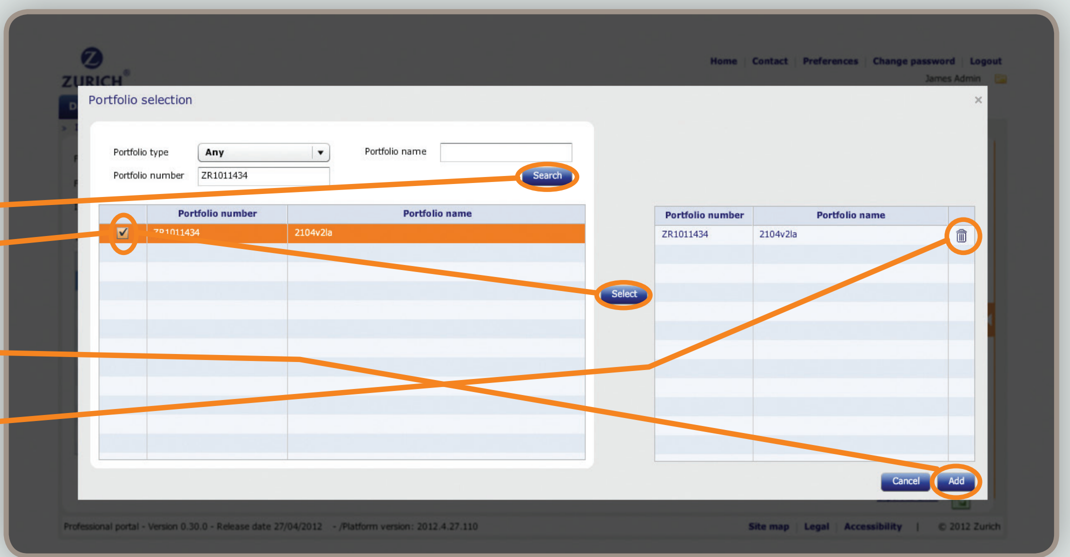
This search function allows you to narrow the search by Portfolio type, name or number.

Complete at least one search option and click **Search**.

Click the check box adjacent to the Portfolio then click **Select**.

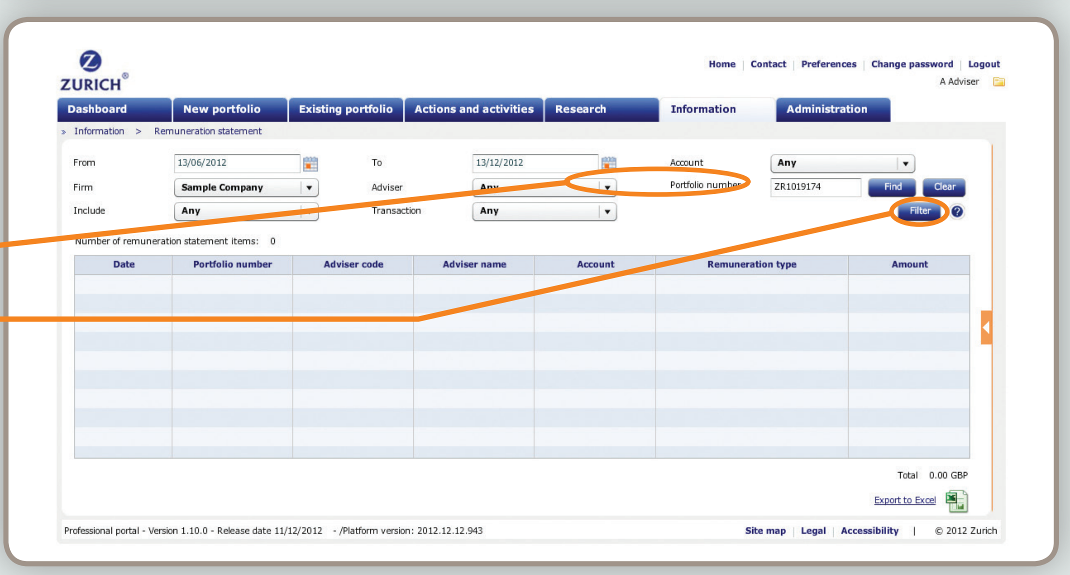
Click **Add**

TIP You can delete an unwanted selection from the right hand table by clicking the icon next to it.



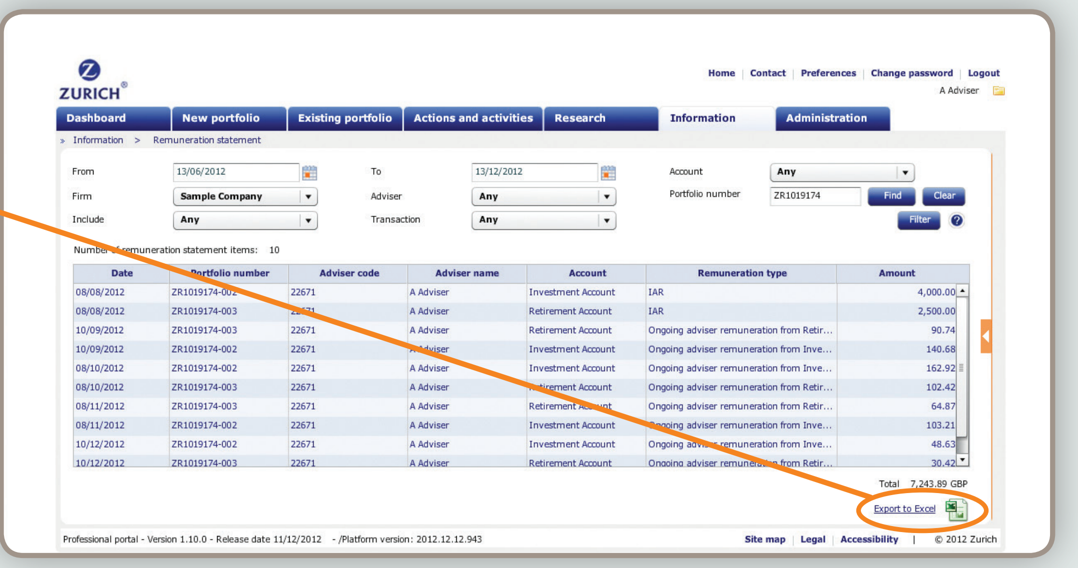
The **Portfolio number** box will now be populated.

Click **Filter**



Remuneration Statement (continued)

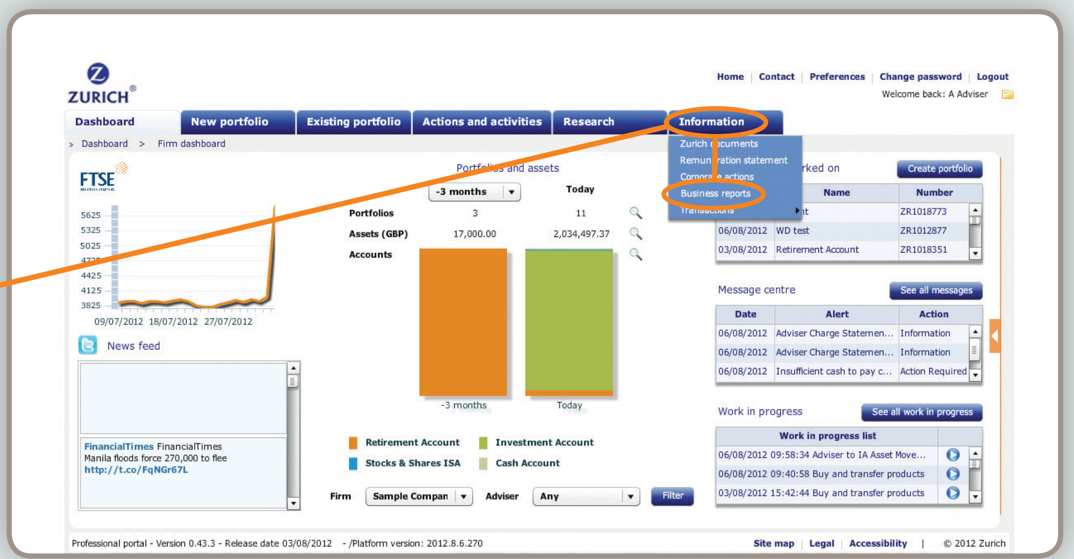
Click **Export to Excel** if you wish to download the information to a spreadsheet.



Business Reports

The Platform provides a wide range of management information reports including a Remuneration report that shows paid remuneration between two chosen dates.

From the Firm dashboard select **Information > Business reports**

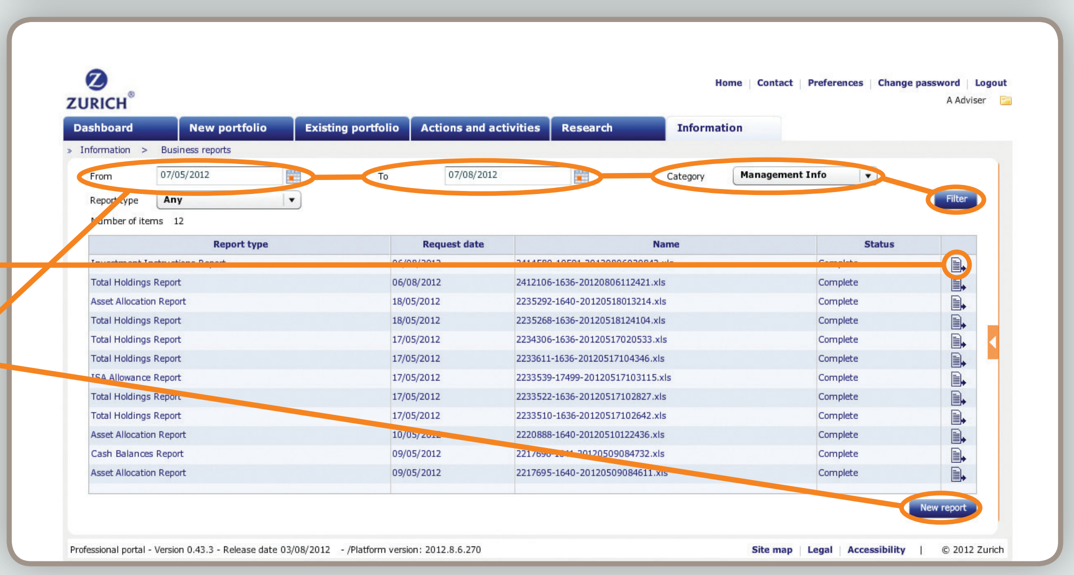


A library of previously generated business reports are displayed in chronological order. The reports are in Excel format so that the information can be copied and pasted if required.

Use the scroll bar to view all the reports and click the icon adjacent to the documents you wish to download.

Click **New Report** to generate a Remuneration report.

TIP Select any of the **From** and **To** dates, **Category** or **Report type** options and then click **Filter** to narrow the search results.

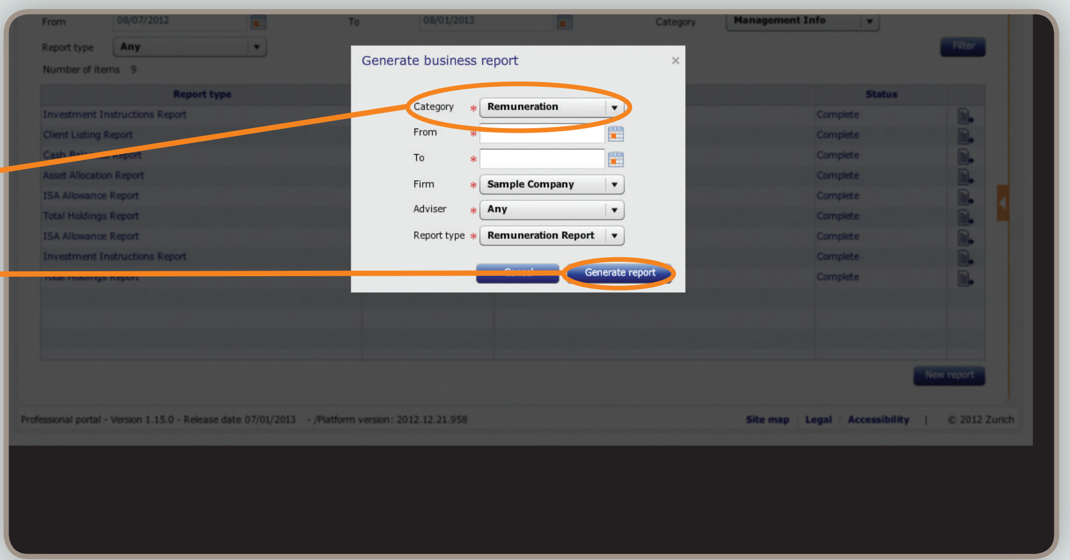


Business Reports (continued)

From the **Category** dropdown, select **Remuneration**.

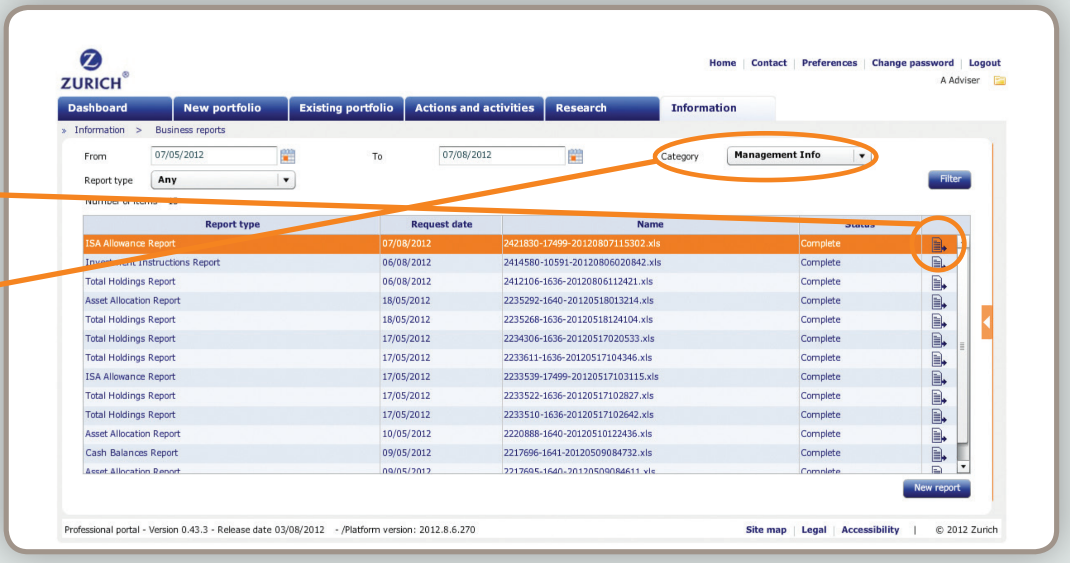
Complete the relevant and mandatory fields and click **Generate report** to add the report to the list.

TIP The report will open up as an Excel document and can be filtered by firm and or by adviser.



When the document **Status** is **Complete** you may view the report by clicking the icon.

TIP You will need to change the **Category** dropdown menu to **Management Info** or **Remuneration** to see the list of the reports available under each category.



Zurich Intermediary Platform

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